

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

JUL 2 9 2004

James J. Crow, Dennis L. Parker

Technology Center 2100

Assignee:

Motive, Inc.

Title:

DISTRIBUTED SERVICES ARCHITECTURE THROUGH USE OF A

DYNAMIC SERVICE POINT MAP

Serial No .:

09/542,273

April 4, 2000

Examiner:

L. Wang

Group Art Unit:

2155

Docket No.:

MTV0016US

Austin, Texas July 21, 2004

MAIL STOP AMENDMENT COMMISSIONER FOR PATENTS P. O. Box 1450 Alexandria, VA 22313-1450

PETITION FOR EXTENSION OF TIME

Dear Sir:

Applicants respectfully petition for a one-month extension of time within which to respond to the April 19, 2004, outstanding Office Action, such extension allowing the undersigned until August 19, 2004 to respond.

Please charge the amount of \$110.00 as set forth in the enclosed transmittal letter.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on July 21, 2004.

Respectfully submitted,

D'Ann Naylor Rifai Attorney for Applicants

Reg. No. 47,026

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